

The following agreements were drafted at a special meeting of the Brattleboro CIS Systems team with an outside facilitator. The stated purpose of the meeting was to develop a governing model for the CIS Systems Team.

Brattleboro CIS Systems Team Values

- Sense of shared responsibility for CIS
- Focus on family-centered services
- Responsiveness to community needs, including examining gaps in services (amongst CIS programs, CIS partners, and beyond)
- Support of collaboration
- Respect for all people and partners involved
- Transparency
- Clarity enough to survive personal and organizational succession
- Openness to change and to the process of change
- Attention to data, including family feedback
- Support of continuous process improvement to achieve better outcomes
- Fun and effective

CIS Systems Team Membership

Membership of the team is partially defined in the grant specifications and is further defined by the systems team in each region. The Brattleboro CIS systems team will include agencies that provide a CIS service and collaborative community partners who are a major provider of services to the same or similar constituencies. There is different need for collaborative partners at the systems team level and the clinical team level. A process for adding members is not defined at this time. It is critical that most of the sectors in the community that are relevant to the work of CIS are represented or the group has defined bridges to other community agencies and constituent groups (for example, Building Bright Futures, the housing/homelessness community, etc.).

The systems team may consider other avenues for community input and subcommittee membership for partners who do not sit at the systems team table regularly.

Governance Responsibilities

- Oversee the CIS contract with the state
- Oversee the subcontracted services under the CIS grant
- Construct and oversee the overall CIS budget

- Plan strategically and set goals for the team that are in concert with the outcomes of the CIS grant and reflect community needs and resources
- Define and implement evaluation and corrective action for programs and contracted services
- Participate in the hiring and evaluation of key CIS staff (but not responsible for supervision)
- Ensure the outcomes of the grant are being met satisfactorily
- Ensure community involvement and distribution of authority

Budgets and Subcontracts for CIS Services

1. The systems team will have a conversation regarding the budget; this conversation will consider inputs such as demographic data, data about utilization of services, organizational constraints, etc.
2. A work group including members of the systems team will draft a preliminary budget. Some criteria used in the development of the preliminary budget and criteria for evaluation of service model proposals will be the systems team conversation, anticipated/projected need for services, utilization of services, state guidelines, prior history, and community need.
3. The work group's draft budget will be forwarded to the systems team for approval or further revision. The preliminary budget will articulate the portion of funds that will likely be allocated to each CIS service area.
4. Any agency interested in subcontracting to provide one or more CIS services will propose a service model (with estimates for salaries and benefits) within the preliminary budget guidelines to the systems team.
5. The systems team may decide to revisit the larger CIS budget or work with the subcontractors on the service provision model.
6. A final budget will be approved by the systems team once subcontracts for CIS services have been approved.

Oversight and Evaluation of Subcontracts and CIS Programs

The CIS systems team establishes data provision protocols, reporting protocols, reporting schedules, etc. for all subcontractors and program providers (including the fiscal agent). The systems team evaluates programs and measures how services provided are meeting outcomes including and beyond state requirements.

The focus of the systems team is the performance of the subcontractor, not individual staff member's performances. If there is a question about performance of an individual staff member part of CIS services, the first step will be for the person receiving the feedback to talk to appropriate member of the systems team from that agency so that

they can address it at the organizational level. Hire/fire power and individual corrective action plans for employees providing CIS services remain the purview of the employer with input from and feedback to the systems team as needed.

How will the CIS systems team make decisions?

The group will make decisions by consensus with a "can you live with it" threshold. If there is not agreement, the dissenting point of view will be deliberately sought out. If agreement still cannot be reached by consensus with the "can you live with it" threshold, the issue will be tabled until the next meeting for discussion; absent members will be informed of that issue prior to the next meeting via notes/minutes. If consensus is not reached at the second meeting, a vote will be taken. The vote will not be taken at the meeting, but via email and include all regular members of the team. Votes will be tallied and the majority will prevail once all members have voted. There is a state grievance process and arbitration process that can be accessed in extreme situations.